



# Naperville

## CITY COUNCIL AGENDA ITEM

**SUBJECT:** Recommend the Award of RFP 16-115, Naper Settlement Janitorial and Maintenance Services

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**TYPE OF VOTE:** Simple Majority

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**ACTION REQUESTED:**

Approve the Award of RFP 16-115, Naper Settlement Janitorial and Maintenance Services, to Coverall Health Based Cleaning Systems for an amount not to exceed \$179,307 for the twenty month contract period.

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**BOARD/COMMISSION REVIEW:**

N/A

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**COUNCIL ACTION PREVIOUSLY TAKEN:**

Date	Item No.	Action
N/A		

**DEPARTMENT:** Naper Settlement  
Finance Department

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**SUBMITTED BY:** Harriet Pistorio, Vice President Organizational Resources  
Rachel Mayer, Finance Director

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**FISCAL IMPACT:**

CIP #: N/A

Account Number	Fund Description	Total Budget Amount	Available Funds
016-7513-451.30-29	Naper Settlement	\$99,392	\$67,864
016-7513-451.40-34	Naper Settlement	\$135,000	\$93,184

\*This contract crosses multiple fiscal years. CY17 funds will be budgeted accordingly.

\*\*Funding breakout is: \$167,572 from account 016-7513-451.30-29 and \$11,735 from account 016-7513-451.40-34.

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**BACKGROUND:**

There are four basic services provided under Naper Settlement's janitorial and maintenance services contract. These services include museum quality artifact cleaning, commercial evening and day porter janitorial services, basic maintenance support, and maintenance and support services for events, programs and rentals. These services operate under varying schedules throughout the year in or at designated Naper Settlement buildings and other sites, as needed, but they work in concert with each other to provide a cohesive cleaning oversight that supports 24/7 and nearly 365 days-a-year operations.

Cleaning in a museum environment is different than the cleaning services associated with the City's other buildings. The museum industry has developed standard requirements for museum janitorial and maintenance services which minimize aesthetic or historic deterioration and prevent negative or damaging operational impacts to the Settlement's assets and preservation efforts while still providing a clean and safe environment to the public and staff. While it is intuitive that artifact cleaning would be a specialized service, even the evening and day porter janitorial services require specialized training and a sensitivity to the artifacts and the exhibits because the employees are working around these items. The Settlement had tried to use the City's janitorial services contract in the past without success and determined that a separate contract is the most effective option.

**DISCUSSION:**

NOTIFICATION AND RESPONSE:

Notices Sent:	128
Planholders:	15
Proposals Received:	4

Proposals were received from the following consulting firms:

All Cleaners, Inc.  
Coverall Health Based Cleaning

Diverse Facility Solutions, Inc.  
Eco-Clean Maintenance, Inc.

The City's current janitorial and maintenance contractor, Citywide Building & Maintenance, declined to respond to the RFP. When contacted by staff, Citywide advised that they did not feel that they would be competitive given the service level expectations.

A selection team comprised of staff from Naper Settlement evaluated the proposals based upon the following criteria set forth in the RFP:

1. Experience of the Firm (40%)
2. References (40%)
3. Approach/Evaluation or Performance/Ability to Start (20%)

All four firms were invited to interview. Following the interviews, the firms' scores were finalized and the cost proposals were opened. The costs were then divided by the respective firm's qualifications score (expressed as a decimal) to yield an "adjusted cost".

<b>Firm</b>	<b>Proposed Cost</b>	<b>Qualitative Score</b>	<b>Quality Adjusted Price</b>
<b>Coverall Health Based Cleaning System</b>	<b>\$167,572.00</b>	<b>88.00</b>	<b>\$190,422.72</b>
Eco-Clean Maintenance Inc.	\$164,639.49	52.00	\$316,614.40
Diverse Facility Solutions	\$181,368.53	76.00	\$238,642.80
All Cleaners Inc.	\$189,412.25	43.50	\$435,430.46

Coverall has the highest average qualitative score and the lowest quality adjusted cost of the four firms and is recommended for award.

Coverall has been the Settlement's maintenance and janitorial service provider for the last five years. They have met and/or exceeded contract scope and schedule adjustments, and maintained their \$16 hourly rate for all basic services throughout the entire contract term. Additionally, Coverall did not seek any increase in the hourly rate as a result of this RFP; the rate provided in the cost proposal remains at \$16 per hour.

In addition to the basic services, the Settlement also asked the firms to provide costs for four optional services which could be accepted in part or in total by the Settlement depending upon the costs. These services include carpet cleaning, vinyl floor cleaning, upholstery cleaning, and toy cleaning for the History Connection room. After evaluating the costs, the Settlement has elected to include all four optional services within the contract award. The additional cost for the optional services is \$11,735, which increases the total award to \$179,307.

**RECOMMENDATION:**

Approve the Award of RFP 16-115, Naper Settlement Janitorial and Maintenance Services, to Coverall Health Based Cleaning Systems for an amount not to exceed \$179,307 for the twenty month contract period.

**ATTACHMENTS:**

1. N/A